

# ALWAYS READY

2009



**Nlets**

The International Justice & Public Safety Network



Wendy Brinkley  
President

## Letter from the President

**Our country has always relied on justice and public safety to keep us safe and able to pursue our lives as we see fit.** It's hard to imagine our world without this security. We never consider that a call for help would go unanswered.

What's remarkable is the growth and evolution of justice and public safety. From the formation of the "Night Watch" groups in Boston in 1635 to the creation of the Boston Police Department in 1838 as the first paid public safety organization, our ability to prosper as a nation is directly correlated to the state of our security. The threats have changed through the years, but the dedication of the justice and public safety community has never wavered. Indeed our efforts have outpaced the most egregious aggressors.

And technology has facilitated the ability of local justice and public safety agencies to perform their jobs at the highest level possible. For example, in the early 20th century, the two-way radio and telephone revolutionized the process of protecting the public by completely transforming how police departments react to calls for service.

Nlets is proud to be a part of our nation's justice and public safety legacy by enabling connections across the

country and around the world in support of public safety. We are always searching for new innovations to help the criminal justice community stay firmly ahead of criminal elements intent on subverting the public good.

This year, Nlets accomplished numerous system and network enhancements that improve our communication infrastructure, resulting in lower costs, improved overall response times, and reduced complexity. These state of the art advancements help police identify criminals regardless of their movement from jurisdiction to jurisdiction, across state lines, or even over international borders. Nlets provides the reliable link that keeps our criminal justice community connected and the public secure.

As our world changes and new threats form, one thing remains constant: Nlets' commitment to public safety. We aim to ensure justice and public safety is always at the ready, prepared to combat crime wherever it occurs. As criminal justice professionals, it is our mission to never falter, but to be reliable, secure and connected. Always.



Steven E. Correll  
Executive Director

## Letter from the Executive Director

### **Nlets' role in information sharing in the 21st century continues to expand and evolve its influence.**

While we have always existed to facilitate criminal justice exchanges, we also serve to push the definition of what that really means. The expectations for our services grow every year as technology improves and the sophistication of our user community increases.

As an avid pheasant hunter, I know that you cannot shoot a pheasant in flight where he is—you have to shoot where he is going to be. Information sharing is no different: to be in the right place at the right time, we need to anticipate the needs of our members and strategically implement a solution, often before anyone identifies the problem.

In 2009, Nlets made great strides forward to predict and meet future requirements. As interstate image exchange expands, Nlets anticipated the need for more bandwidth and network meshing requirements for regional exchanges by installing a full, T1, MPLS network to every customer with newly upgraded AES encryption—for less money than our previous fractional network.

We purchased, built, installed, and tested our new disaster recovery (DR) site in Kentucky, providing improved DR coverage

for all Nlets services and users. The new site enables us to streamline the disaster recovery process and mitigate downtime and lost services for the very infrequent disruptive outages.

Our Internet access bandwidth increased over 100% to accommodate exponential growth fueled by our strategic pursuit of hosting work. We expanded our scope of services by providing new and existing customers with competitive hosting capabilities, bandwidth and service. In addition, we expanded the types and volume of information being exchanged over Nlets, all with a system uptime of 99.97%.

Nlets operations exceeded performance goals in 2009 with only 23 employees. The team came in under budget, while surpassing revenue projections by over 200%. And, we continue to beat present financial forecasts, while planning for future needs and running the corporation in an efficient and effective manner.

By any measure, 2009 was another terrific year. As you read through this report, I hope you appreciate the ever-present reminders that Nlets is always here and always at the ready to support the diverse missions of justice and public safety organizations worldwide.

# MISSION & VISION

## Mission & Vision

### Mission

The mission of Nlets is to provide, within a secure environment, an international justice telecommunications capability and information services that will benefit to the highest degree the safety, security and preservation of human life and the protection of property. Nlets will assist those national and international government agencies and other organizations with similar missions that enforce or aid in the enforcing local, state or international ordinances.

### Vision

Nlets' vision is to continue to be the premier provider of the network, system and services that will support and encourage a totally standardized, integrated, international justice system. Acting primarily as a network provider, and, to the degree required, a data warehouse, Nlets will endeavor to serve every stratum of the justice and public safety communities.



## 2009 at a Glance

**By any measure, 2009 proved to be a watershed year for Nlets. Statistics alone indicate Nlets continues to provide superior service to its members and partners.**

It was also a year of phenomenal growth. Nlets operations embarked on a number of system and network enhancements to the infrastructure. The move began towards using blade servers in a virtualized environment. These equipment upgrades reduce system management needs, allow for faster turnaround time, increase system availability, and contribute to total redundancy. The network transition from legacy frame-relay to MPLS results in lower costs, improved overall response times, and reduced complexity.

In addition to the growth at the Phoenix facility, Nlets made significant changes to the disaster recovery (DR) site. After seven years located at the Idaho State Police, the Nlets DR site is now at a brand new, 1,200 square foot facility in Kentucky. In addition to increased physical space, Nlets now has an established environment to duplicate critical infrastructure, and to allow for remotely controlled room access and system monitoring.

**972,316,492**

Total Messages Processed

**1.8 Seconds**

Average Roundtrip Message Response Time

**99.82%**

Average Overall Network Uptime

**99.97%**

Average Overall System Uptime



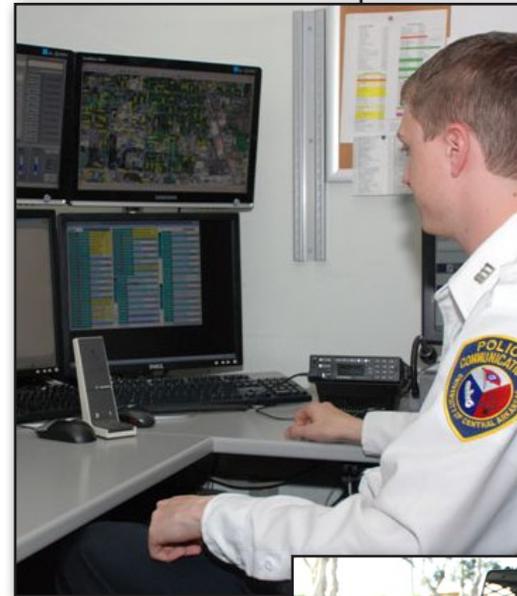
*Nlets Operation Center*

## Reliable Disaster Recovery & Service

**Nlets is always working: 525,442.6 out of 525,600 minutes in a year.** In 2009, the Nlets system was available to justice and public safety without fail for all but 2.6 hours the entire year—and even the downtime was scheduled in advance for preventative maintenance and system enhancements. This backbone to public safety boasts uptime of over 99.9%, an unrivalled measurement of success. Uptime reliability translates into increased transactions and communication. Nearly one billion total messages flowed through the Nlets system last year, allowing for quicker and more accurate sharing of data between public safety organizations.

**In less than two seconds you can blink your eyes, snap your fingers, take a breath. You can also send and receive messages via Nlets.**

Transactions in 2009 primarily focused on sharing vehicle registration, driver information, and criminal history data via the States, the National Crime Information Center (NCIC), and the 188 member countries of Interpol. In regards to volume, the U.S. Customs and Border Protection, Texas, California, and Michigan were among the largest user groups of the Nlets system—for example, Michigan agencies run higher than average enhanced >>



ALWAYS UP TO THE CHALLENGE

ALWAYS UP TO THE CHALLENGE

## Reliable Disaster Recovery & Service

driver license (EDL) queries; and, many states are now relying on data from Interpol as part of standard criminal history checks. It is clear that to be successful in their operations these hot spots for mission critical security demand the speed and accessibility of Nlets.

### Mission Controlled

Nlets' system provides unrivalled reliability based on a network built to endure threats without impacting performance. In 2009, Nlets completed an upgrade to Multi-Protocol Label Switching (MPLS) for superior connectivity and dependability. This allows Nlets to provide services at full T1 speeds, enabling easier member-to-member data exchange without an additional financial burden. MPLS provides fully meshed, AES 256 bit encrypted connectivity to Nlets member agencies, enhancing inter-agency information sharing capabilities. In the rare instance of an outage, Nlets maintains multiple methods for users to reestablish communication to the network, which reduces risk and eliminates downtime. Our enterprise class MPLS network equipment safeguards the trusted connectivity our users have come to expect and rely upon.



## Secure in the Virtual and Real Worlds

Nlets leverages virtualization to increase availability and disaster recovery response time in order to better support customers. Virtualization abstracts the operating system's reliance on hardware. Traditionally, if business critical systems had experienced a hardware problem, users would not be able to send and receive an Nlets message. Now, with virtualization, the application may be moved to an alternate piece of hardware without disrupting user access. The ability to move the system without users losing connectivity provides increased efficiency and security.

Virtualization also has a positive impact on the real world. Instead of using multiple standalone systems, Nlets can have fewer physical systems running any number of virtual servers. This process employs less power for running and cooling, resulting in a positive impact on the environment. Further, consolidated space at the Nlets facility means more physical space for customers.

**Nlets is pursuing the necessary security measures for enhanced justice and public safety information sharing to ensure vital data doesn't fall into the wrong hands.**

There are unique vulnerabilities inherent in virtualization. In the physical world, security devices, such as firewalls and intrusion detection systems, restrict and examine traffic destined to critical business systems. This provides multiple instances to alert and prevent a breach. Nlets has begun deployment of security measures that ensure all the controls in place in the physical world are duplicated, expanded and enhanced within the virtual environment.

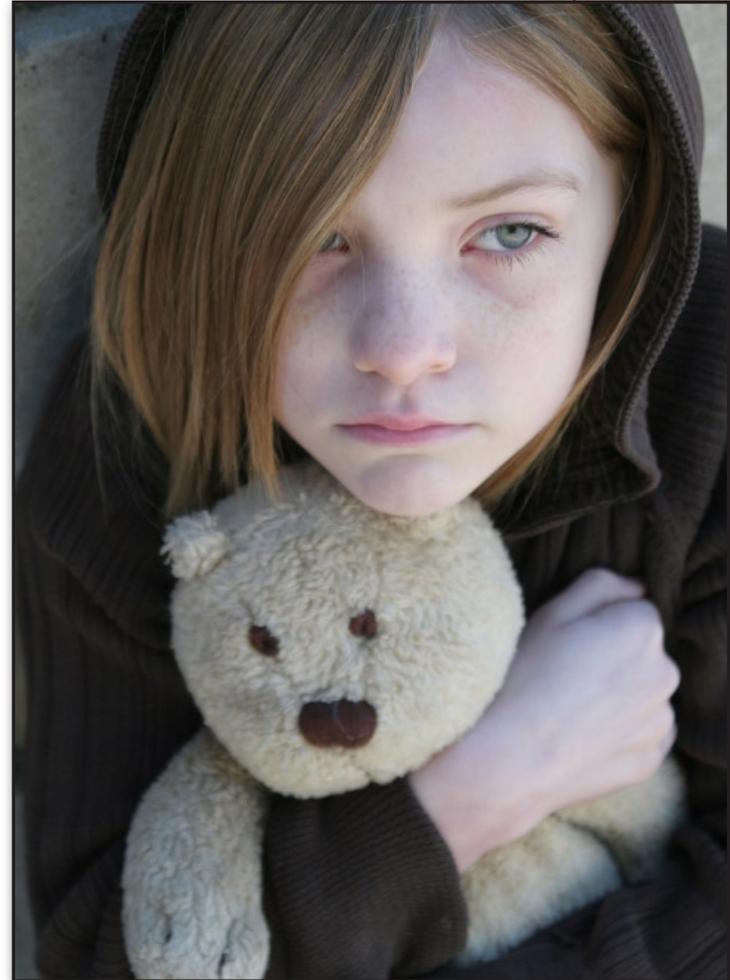


## Connected to Protect Those That Need It Most

**Nlets proactively searches regionally broadcasted Be on the Look Out messages (BOLOs), looking for language concerning missing/abducted children. Nlets instantly forwards relevant BOLOs to many organizations that would not normally have access to these types of messages.**

The National Center for Missing and Exploited Children® (NCMEC) was established in 1984 as a nonprofit organization to help prevent child abduction and sexual exploitation; help find missing children; and, assist victims of child abduction and sexual exploitation, their families, and the professionals who serve them. NCMEC relies heavily on support from Nlets for connectivity to all justice and public safety agencies in the United States, as well as support from the FBI's NCIC system to access selected hot files. Knowledge of emerging cases is critical to NCMEC's mission to provide law enforcement with timely, expert, technical assistance.

While NCMEC automatically receives Endangered and Involuntary missing child reports entered into NCIC, many missing children are entered as Juveniles, and, consequently, NCMEC does not receive notice of those cases. In 2009, Nlets created a means to efficiently search through BOLOs sent by justice and public safety agencies that cross state boundaries. >>



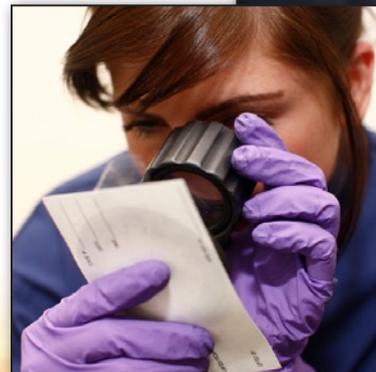
ALWAYS MAKING AN IMPACT

# Connected to Protect Those That Need it Most

## Making the connection

Reporting to NCMEC by justice and public safety agencies and by families is strictly voluntary. This means Nlets' crucial support in locating additional cases not yet reported to NCMEC is of great importance to the safety of these children. Awareness of missing/abducted children BOLOs assists in identifying more cases where NCMEC resources can be brought to bear to help locate these missing children and safely return them home.

After a period of testing during the spring of 2009, the first Nlets-assisted intake occurred in August 2009. The predominance of cases found by Nlets were Endangered Runaways (ERU), with one each for Family Abductions (FA), Lost, Injured or Otherwise Missing (LIM), and Non Family Abductions (NFA). As a result, the majority of the Nlets referred cases have been recovered.



ALWAYS MAKING AN IMPACT

## Planning for the Future

### In 2010, Nlets will continue to provide exemplary services and support to our members.

We will operate a robust network and system by providing accessible, available and scalable technology to our users, and we will maintain a secure operating environment for systems and networks that transmit, process or store Nlets data.

2010 also offers Nlets the opportunity to develop our user community by expanding hosted services within the reliable Nlets envelope. Nlets is now able to host equipment within our secure data center for members, partners and those agencies supporting justice and public safety. We offer remote smart hands technical services, Internet bandwidth, and Nlets interconnection bandwidth, as well as off site data back-up services.

Nlets Operations is engaged in projects that will continue the high level of accomplishment experienced in 2009. Nlets is working with the Bay Mills Indian Tribal Community to electronically share tribal vehicle registration data to justice and public safety across the U.S. and Canada. This new service will solve a decade-long problem that required a manual phone call to obtain tribal data. Nlets will expand this important solution to all tribes dealing with this same difficult challenge.

In addition, Nlets was chosen to be the network for the Southern Shield initiative. Southern Shield will allow state fusion centers the



ability to electronically share SAR (Suspicious Activity Reporting) and other vital terrorism-related intelligence information among thirteen southern states. Nlets has also partnered with the Bulk Cash Smuggling Center (a division of U.S. Immigrations and Customs Enforcement) to provide access for justice

and public safety to the bulk cash smuggling database, which tracks all domestic and international currency seizures. Finally, Nlets has embarked on an exciting new pilot with Cisco and "America's Most Wanted" to increase the speed and precision in the distribution of tips to appropriate justice and public safety to bring even more wanted fugitives to justice.

Whether it's a significant improvement to system and network statistics, an increase to hosting offerings, or a successful new project, the Nlets Operations team ensures 2010 will continue to bring groundbreaking exchanges and innovative growth to the organization, our users and the general public.

## Acknowledging Our Members

**Nlets proudly acknowledges** its valued members and strategic partners. With their support, we have moved the cause of justice and public safety forward. These relationships assist in our core business by serving the needs of our members and fulfilling our mission of providing a robust international justice telecommunications capability. Together, we ensure qualified organizations can appropriately use the Nlets network in a secure and reliable manner. We look forward to a future of continued collaboration and success.

### Core: Principle

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Alabama Criminal Justice Information Center	Louisiana State Police	Oregon State Police
Alaska Department of Public Safety	Maine State Police	Pennsylvania State Police
Arizona Department of Public Safety	Maryland State Police Headquarters	Puerto Rico Department of Justice
Arkansas Crime Information Center	Massachusetts Criminal History Systems Board	Rhode Island State Police
California Department of Justice	Michigan State Police	South Carolina Law Enforcement Division
Colorado Bureau of Investigation	Minnesota Department of Public Safety	South Dakota L.E.T.S.
Connecticut Department of Public Safety	Mississippi Department of Public Safety	Tennessee Bureau of Investigation
DC Metropolitan Police Department	Missouri State Highway Patrol	Texas Department of Public Safety
Delaware State Police	Montana Department of Justice	United States Virgin Islands Police Department
Florida Department of Law Enforcement	Nebraska State Police	Utah Bureau of Criminal Identification
Georgia Bureau of Investigation	Nevada Department of Public Safety	Vermont Department of Public Safety
Hawaii Criminal Justice Data Center	New Hampshire State Police	Virginia State Police
Idaho State Police	New Jersey State Police	Washington State Patrol
Illinois State Police	New Mexico Department of Public Safety	West Virginia State Police
Indiana State Police	New York State Police	Wisconsin Department of Justice
Iowa Department of Public Safety	North Carolina State Bureau of Investigation	Wyoming C.J.I.S.
Judiciary of Guam	North Dakota Fraine Barracks	
Kansas Bureau of Investigation	Ohio State Highway Patrol	
Kentucky State Police	Oklahoma Department of Public Safety	

ALWAYS WORKING TOGETHER

# Acknowledging Our Members

## Core: Federal

Administrative Office of U.S. Courts  
El Paso Intelligence Center (EPIC)  
Federal Aviation Administration  
Federal Bureau of Investigation / NCIC  
Federal Motor Carrier Safety Administration  
Federal Protective Service  
National Weather Service / NOAA  
Naval Criminal Investigative Service  
Transportation Security Administration / OLE  
U.S. Air Force  
U.S. Army  
U.S. Coast Guard (CG-635)  
U.S. Customs and Border Protection  
U.S. Department of Defense (PERSEREC)  
U.S. Department of Justice  
U.S. Department of State  
U.S. Department of the Interior  
U.S. Department of Veteran's Affairs  
U.S. Immigration and Customs Enforcement  
U.S. National Central Bureau of Interpol (INTERPOL)  
U.S. Office of Personnel Management  
U.S. Postal Inspection Service  
U.S. Secret Service

## Core: Associate

National Center for Missing and Exploited Children (NCMEC)  
National Insurance Crime Bureau (NICB)  
National Vehicle Service (NVS)  
Western Identification Network (WIN)

## Core: Regional

ARJIS San Diego (Automated Regional Justice Information System)  
Capital Wireless Information Net (CapWIN)

## Core: International

Royal Canadian Mounted Police

ALWAYS WORKING TOGETHER

# Acknowledging Our Members

## Hosting Customers



## Strategic Partners



ALWAYS WORKING TOGETHER

## Grants: In Progress

From exchanging Rap Sheets and driver license photos, to studying recidivism and emerging geospatial trends, Nlets is committed to being on the cutting edge of information exchange.



### *Criminal History Information Exchange Format*

**Purpose:** Nlets is helping states standardize the exchange of Rap sheets using eXtensible Markup Language (XML).

**Accomplishments:** As of December 31, 2009, nine states were live participants in CHIEF: Georgia, Iowa, Maine, New York, North Carolina, Pennsylvania, South Carolina, Tennessee, and Wisconsin.



### *Criminal History Records Information Standard*

**Purpose:** Nlets received additional funding to support statistical research and recidivism studies with data captured as the result of the CHIEF project.

**Accomplishments:** As of December 31, 2009, criminal history extracts had been created for 18 states and the FBI's Interstate Identification Index (Triple I).



### *Nlets Interstate Sharing of Photos*

**Purpose:** Nlets received a grant to demonstrate the viability of exchanging interstate driver license photos.

**Accomplishments:** As of December 31, 2009, 18 states were live participants in NISP: Alabama, Arkansas, Delaware, Georgia, Idaho, Indiana, Kentucky, Massachusetts, Minnesota, Mississippi, New Mexico, New Jersey, North Carolina, Ohio, Oregon, Tennessee, Virginia, and Wyoming. Additionally, two states were live participants in NCIE: Oregon and North Carolina.



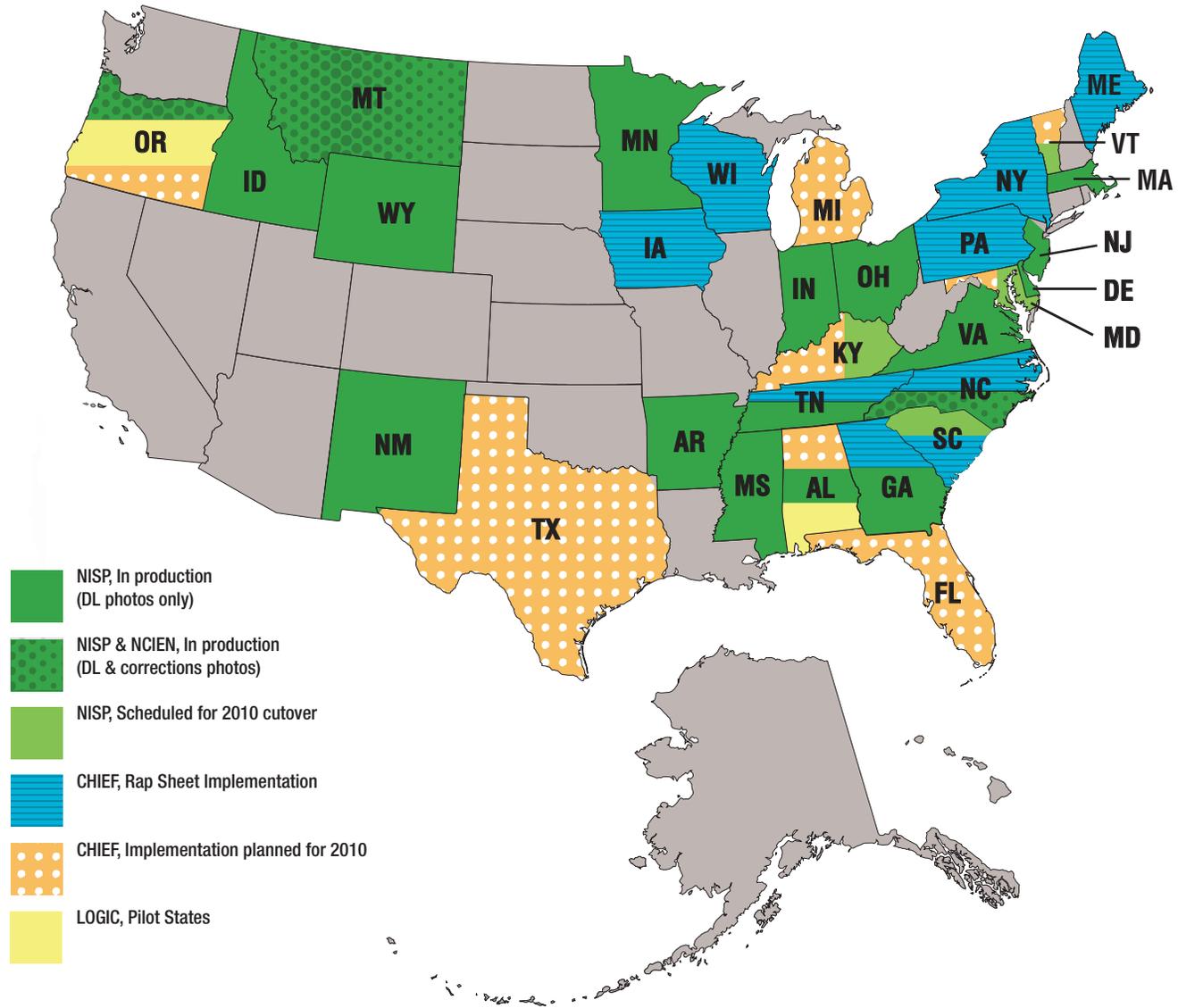
### *Live Operation Geospatial Information Capability*

**Purpose:** Nlets tested the feasibility of providing geospatial information capabilities to law enforcement and public safety.

**Accomplishments:** Oregon and Alabama were the pilot states for LOGIC.

# Grants: Participating States

ALWAYS INNOVATING



## Grants: New Awards

In 2009, Nlets was awarded over \$1.3 million in new grant funds. Grant projects allow us to explore innovative ideas and new technologies, while not diverting our physical and financial resources from supporting our core members.



### *Enhanced Portal for Image Exchange and Increased Functionality over Nlets*

**Purpose:** The purpose of E-PORT is to expand the Nlets portal to allow for the exchange of driver license photos, corrections and probation or parole images, and a variety of other media; to enable pro-active alerting capabilities, with The National Center for Missing and Exploited Children (NCMEC) serving as the pilot site; and, to produce a Concept of Operations regarding multi-factor authentication and authorization into the Nlets Portal.

**Benefits:** Portal improvements will enhance the ability to get images down to the officer on the street. In addition, this technology will allow for pro-active alerting to officers in missing children cases. It will also provide for safer, more secure authentication.



### *Geospatial Service Oriented Architecture for Public Safety*

**Purpose:** The purpose of GeoSOAPS is to enhance, expand and accelerate participation in the Nlets GIS-enabled alert capability; to define an interstate GIS transmission specification for geospatial information exchange among local, state, federal, and regional systems using the Nlets network; to define a web services specification; and, to pilot a demonstration of geospatial information exchange.

**Benefits:** This project will allow for notifications to be sent to targeted areas using GIS technology. Officers will receive data that relates to their specific region of responsibility, rather than a broad notification. Information on missing children, crime or wanted persons can be sent to the specific affected region in real-time.

## Grants: New Awards



### *Nationwide Corrections Image and Information Exchange over Nlets*

**Purpose:** The purpose of NCIEN is to implement corrections photo sharing for up to 12 additional states, following the same methodology used for NISP; to develop a NIEM standard for the correction photos; to develop transformation capabilities using stylesheets to allow states that implement the NIEM standard to seamlessly communicate with states using GJXDM; and, to identify the standards needed for how big and what resolution are needed for sharing photos.

**Benefits:** States will be able to share corrections information and images with officers on the street. Officers will be able to receive real-time information about probation and parole status. Officers will have access to a history of the individual, including past crimes and special cautions.

*Nlets would like to thank our federal funding partners.*

The Bureau of Justice Statistics  
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The Department of Homeland Security,  
Science and Technology Directorate



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